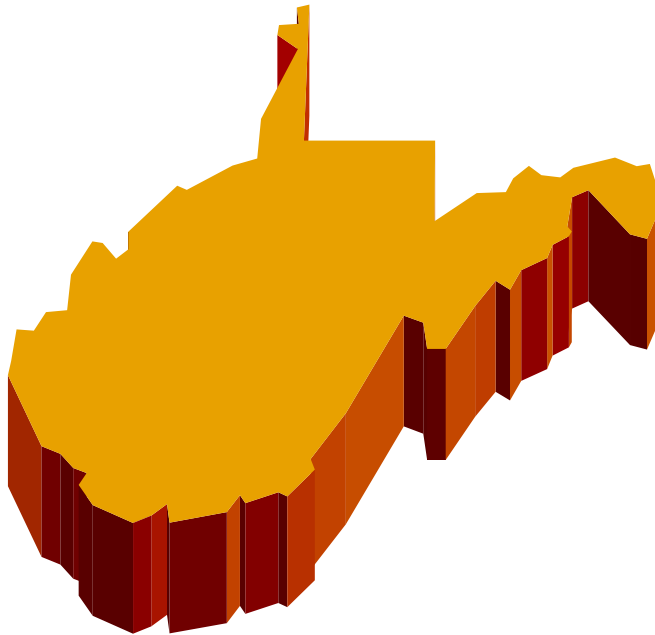


WEST VIRGINIA



BUREAU FOR CHILD SUPPORT ENFORCEMENT

“Good Ideas and Promising Practices”

Lancaster, PA

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SWEEPS PROJECT

In 2003, the West Virginia Bureau for Child Support Enforcement initiated periodic **SWEEPS** projects designed to improve its performance outcomes and data reliability.

The focus of the project was to “sweep” a particular data or case processing issue “clean” during a set period of time. The expectation was that, in addition to ongoing responsibilities, each office would focus on the identified issue for approximately one month.

Issues were identified which were substantial enough in number and widespread enough across the entire program to justify targeted attention but narrow enough to be completed within the designated time frame.

The **SWEEPS** project concept originated with our Commissioner and the particular projects were assigned by the Commissioner. The Regional Managers were provided lists of cases involving a specific issue organized by county office and assigned case worker.

The Bureau through the use of its system data and data warehouse information measured the “before” and “after” status of each **SWEEPS** issue and published the results. This encouraged competition between offices.

The measurement also allowed the Bureau to evaluate the effectiveness of the particular **SWEEPS** projects and the responsiveness of particular offices in taking actions on identified problems and improvement opportunities.

SWEEPS Projects have included:

- **Locate** projects involving unknown or unverified Social Security numbers of non-custodial parents, caretakers and children. This has allowed more accurate unique counts of case participants, promoted enforcement and permitted greater use of automated locate tools such as FCRM, NCNH, FPLS, etc.

- **Lien and Writ** projects to verify that Liens are recorded. Recordation assures that existence of the debt is known to credit reporting agencies, lending agencies, etc. Many enforcement opportunities result from making the existence of the debt a part of a public record. In West Virginia, they are also necessary to preserve arrears against the Statute of Limitations.

The Lien project is an ongoing effort of the Bureau. Staff are encouraged to file liens in all appropriate cases. A data warehouse report was obtained for September 2003 which showed a total of 13,847 active IV-D court ordered cases had a lien recordation date which was less than ten years old. In August 2004 the report indicated that 16,126 cases had a lien recordation date less than ten years old resulting in an increase of 2,279 case that are now protected against the Statute of Limitations.

- **Undistributed Collections (UDC)** project to address all forms of held money. Getting collections distributed timely improves a performance outcome and meets other program requirements including effective customer service.
- **FCR Match** project which used a system query to identify West Virginia cases without order information where the Federal Case Registry provided information that an order involving the parties existed in another State.
- **The Open Obligation Records without Financials** project addressed a specific data reliability problem to make sure that the Bureau was able to accurately report cases on the financial lines of the 157 report.

This project was initiated in April 2003 and identified cases without current support obligations which did not have case financials created. The goal of this project was to identify those cases included in the count which did not require financial balances (zero order cases and cases which had been paid in full) and those cases which required the financial balances to be set on the case. The report indicated 2,727 court ordered cases existed which did not have a financial balance. In August 2004 only 563 cases were shown to be without financials created.

- **Case Closure** project identified cases that met closure criteria that could/should be closed before the end of the 157 reporting period. Every July this project is the focus of attention for the entire state.

- **Case Opening** is a compliance improvement project. This project became more than just a 30 day sweep project and has become an ongoing project. To illustrate the impact of this sweeps project on our compliance ratio: On April 30, 2001 the Bureau had a statewide compliance ratio for case opening of 65.96%. As of April 30, 2007, our compliance ratio had improved to 99.49% statewide.
- **Interstate Case Reconciliation** project to clean up discrepancies in the interstate cases. After receiving the Federal data match between States the Bureau's programmers ran a program that corrected all the social security numbers provided by the ICR. Multiple discrepancies were found and appropriate steps were taken by field staff during this sweep to take the necessary action on the cases requiring correction.
- **Direct Deposit Enrollment** project involved a contest to see which county office could enroll the largest number of caretakers with direct deposit.
- **Numerous Enforcement** projects including one at this time to improve the Bureau's performance on collecting and distributing current support.

Many **SWEEPS** projects were quite successful. Several of the initiatives that began as a **SWEEPS** project have now been incorporated into routine operational procedures at the local office level. The offices use the same report query to the Data Warehouse that was used for the **SWEEPS** project to identify all cases that have come into the caseload during the past month/quarter involving the issue that first necessitated the targeted attention of a **SWEEPS** project.

The result has been that West Virginia had continued to improve its performance outcomes on the 157 report and has successfully passed data reliability audits.

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